



"People
helping people
help
themselves"

MICHAEL R. PENCE., GOVERNOR
STATE OF INDIANA

Division of Aging

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To: All Indiana Nursing Facilities

From: Becky Koors, Transitions Director *(BP)*
Division of Aging

RE: Electronic 450b process (e450b)

Date: 6/15/15

As many of you have noticed, the e450b backlog is growing again. This is due in large part to some staffing issues in the Division over the past few months. However, it is also created in part by the additional submissions and touches we have when there are errors in the submissions.

The error rate for May, 2015 was 33.8% of the total submissions. So, these have to be resubmitted and Division staff then ends up touching more than a third of submissions at least twice. In an effort to reduce some of that volume and those second touches, we are analyzing the causes of the errors and how we might improve the system and our processes to eliminate them.

About 20% of the errors result from incorrect RID numbers, Social Security numbers, date of birth and/or the resident name does not match what is listed within the DFR system. There has been a soft warning in the system that occurs when these elements of your submission do not match up with the state data. **Effective Friday, June 19, 2015** we are replacing this warning with a hard edit that will NOT permit any e450b to be submitted if these items fail to match. You are still able to check and correct the data and attempt to submit the e450b again. If you believe the data on the state system is incorrect, you can work with the DFR to correct it but in the meantime, if you need to submit, the data must match the state system. Please note, there is some lag in the system if data has been updated on the DFR side, the e450b system might be as much, but not more than seven days behind. We still believe the hard edit will save us all some duplicative effort although the data lag may still cause some issues.

Another 20% of the errors result from documents being scanned upside down or uploaded on the wrong tab, etc. Unfortunately, at this time, our software is not capable of allowing us to rotate or move these documents on our end. And since we can't do that, the authorization cannot be inserted in the right space so that it is legible. So, we ask for your help – please be extra careful



to align scans correctly and get the right document in the right place. An extra few seconds to double check your e450b data prior to submitting will help save us and you time in the end.

Nearly a third of the errors are submissions that were unnecessary for a variety of reasons. For example, another e450b might have already been submitted or the SADE will be processed by the Division (or has already been process by the Division). Regarding the SADE, by taking a few moments to carefully review the PAS/PASRR 4b (notice of assessment determination) that is issued by the PAS agency and follow those instructions regarding the SADE, many unnecessary e450b submissions could be avoided.

As you can see in just these three areas we could make a big impact in reducing some of our volume and second touches. Your assistance in these areas would be much appreciated and very helpful to us in addressing the backlog.

Please feel free to contact me with any questions or concerns. I can be reached via email at Rebecca.Koors@fssa.in.gov or at (317) 232-4355.

Thank you for your continued hard work and dedication to serving our Indiana nursing facility residents.

Cc: Zach Cattell, IHCA
Jim Leich, Leading Age
Terry Miller, HOPE
Debbie Pierson, DA
Transitions Team